

**From:** [engreservation](#)  
**To:** Aaron Abadi  
**Subject:** Re: Disability Assistance  
**Date:** Thursday, November 18, 2021 1:55:04 PM

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EXHIBIT 53

Dear Aaron Abadi

Greetings from Korean Air.

Our sincere apology for the delay in getting back to your end in regards to your inquiry as more time was required to check and confirm with our relevant department.

We would like to share that we have checked with our headquarters in regards to your inquiry to travel without a mask on Korean Air flights due to sensory integration disorder.

Unfortunately, we regret to inform you that we would not be able to accommodate your request as sensory integration disorder is not included under the mask-wearing exempted cases. This decision was made after considering the CDC and TSA guidelines on disability exemption for mask-wearing.

Due to the above reason, a mask would be required should you wish to travel on Korean Air.

Kindly reply to this email if you have other questions. Thank you for choosing Korean Air.

**Regards,**

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**Reservation Team**

**Korean Air Global Service Centre**

**Email: [engreservation@koreanair.com](mailto:engreservation@koreanair.com)**



On Fri, 3 Sept 2021 at 09:06, <[abadi.rne@gmail.com](mailto:abadi.rne@gmail.com)> wrote:

I have a sensory integration disorder, which is a medical disability that causes me not to be able to wear a mask or a face shield. I carry around a doctor's letter (attached) to that effect, that also states that I already had Covid, which would indicate that there is no significant health risk, as the CDC clearly states that covid reinfection is rare

I have already flown several times without a mask on airlines that agreed to accommodate me.

CDC Guidelines and federal laws exempt someone like me from wearing a mask. Additionally, DOT instructed the airlines to allow people like me to fly without a mask.

Federal ADA laws require that you provide an accommodation for disabilities.

I would like to travel on your airline.

Can I travel on your airline without a mask?

Or can you provide an accommodation that will allow me to use your airline?

Thank you in advance.

Aaron Abadi

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